

FIG. 1

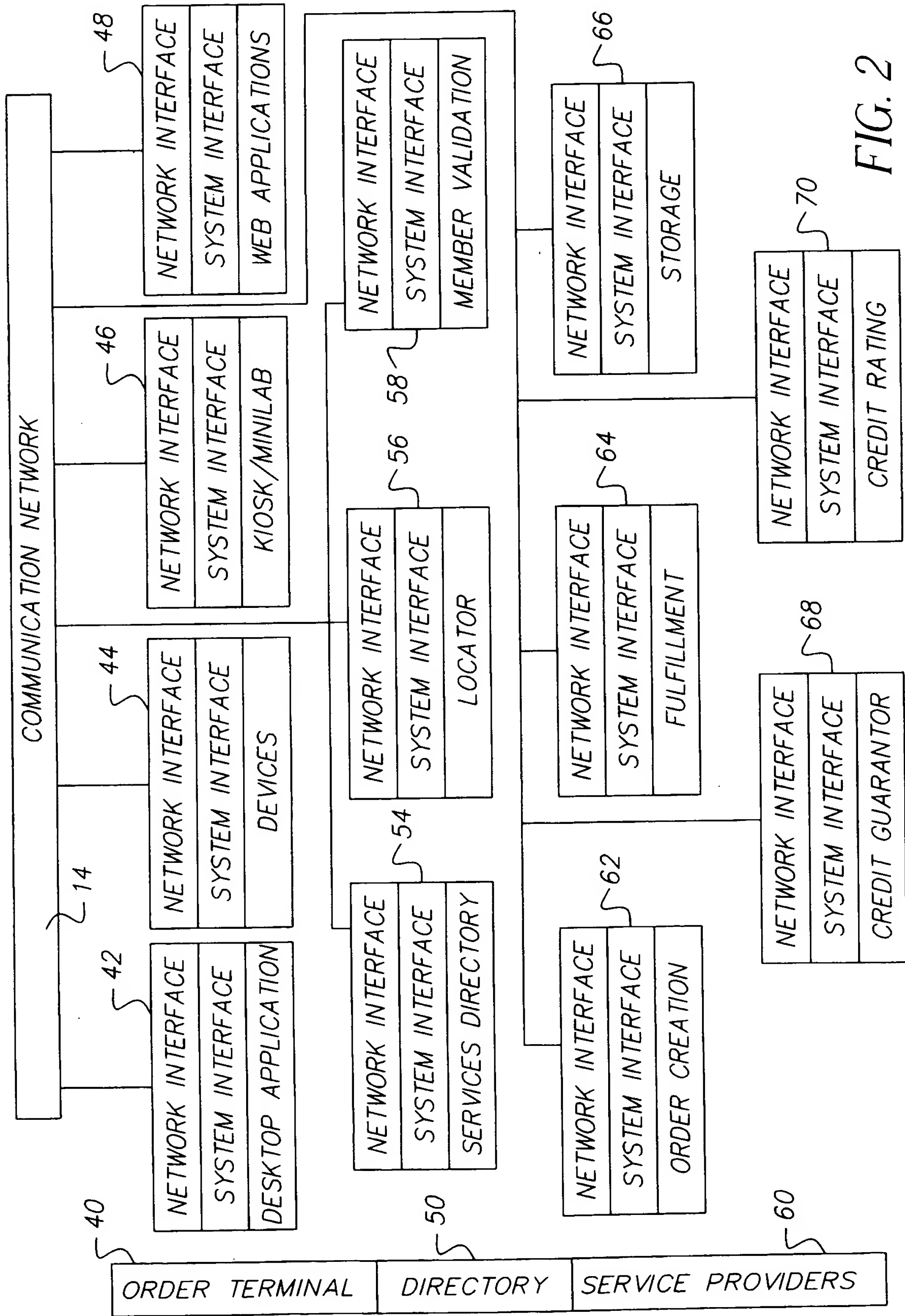


FIG. 2

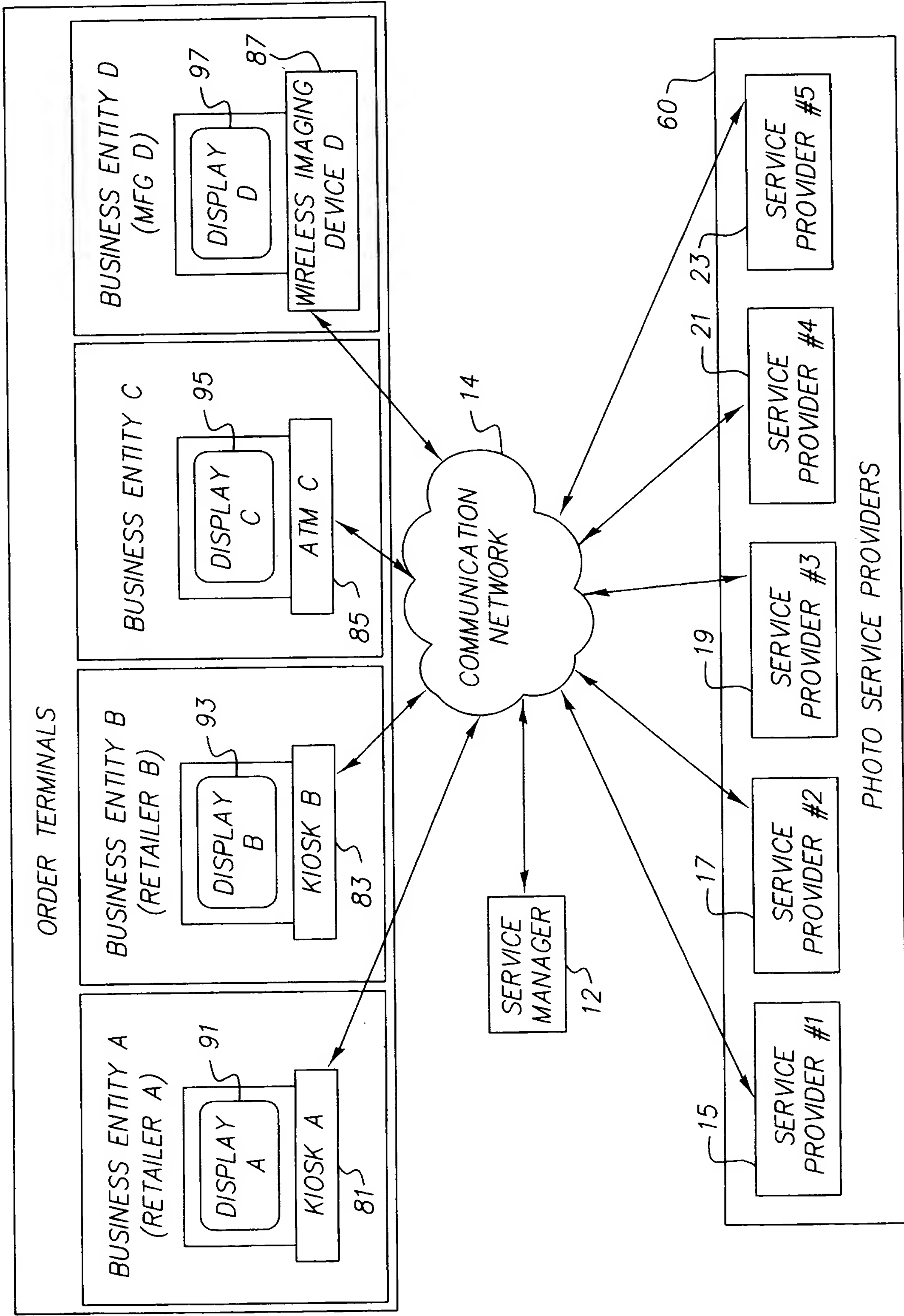


FIG. 3

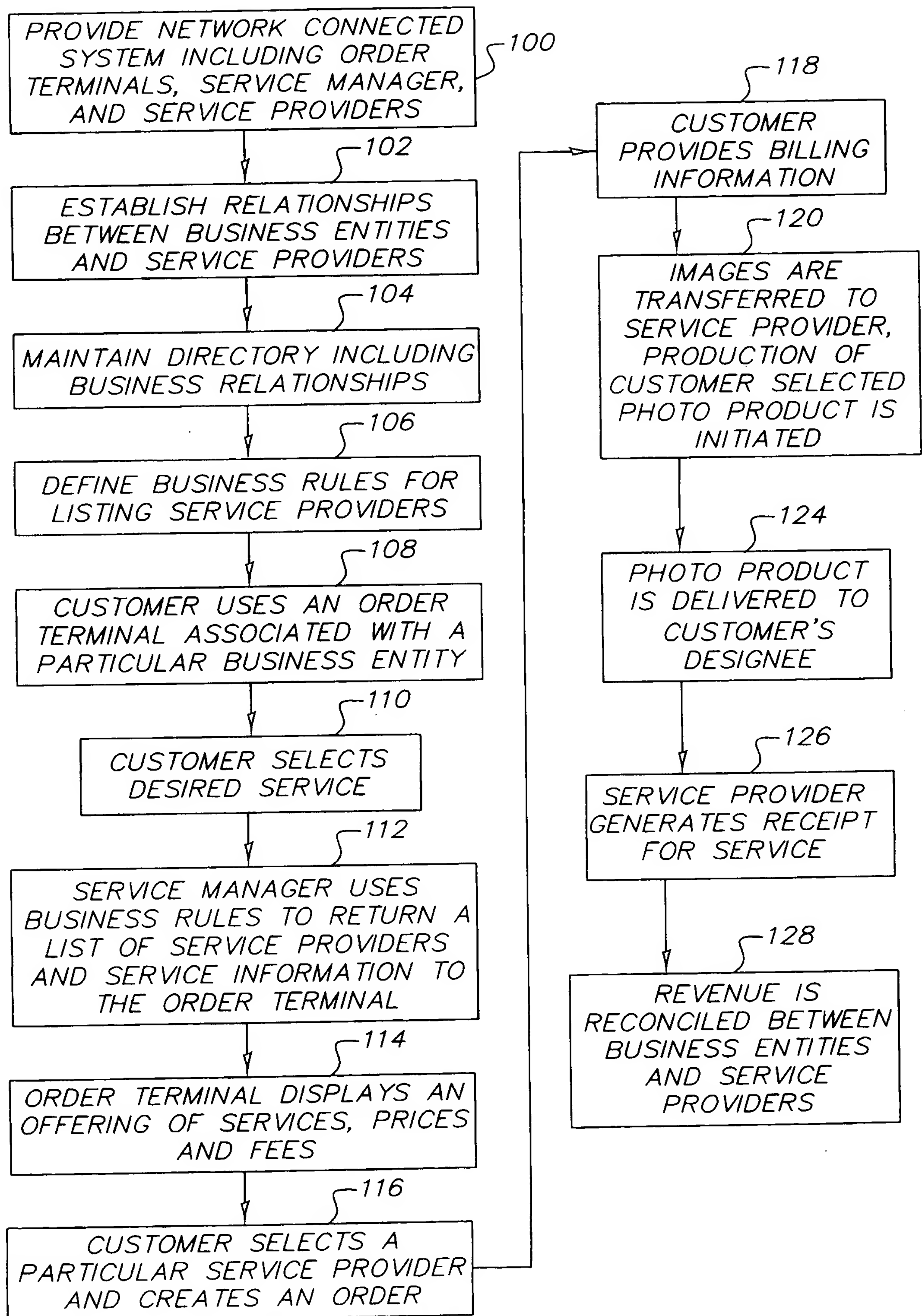


FIG. 4

BUSINESS RELATIONSHIPS

PROVIDER	NAME	SERVICE	ENTITY A	ENTITY B	ENTITY C	ENTITY D
#1	RETAILERA.COM	PRINTING	D	X	N	F
#2	RETAILERB.COM	PRINTING	X	D	N	X
#3	FOTO.COM	PRINTING	N	N	F	D
#4	FRAMES_R_US	FRAMED PRINTS	F	N	N	N
#5	PICTURES.COM	FRAMED PRINTS	N	F	N	N

RELATIONSHIPS:
D = DOMESTIC
F = FRIENDLY
N = NEUTRAL
X = HOSTILE

FIG. 5

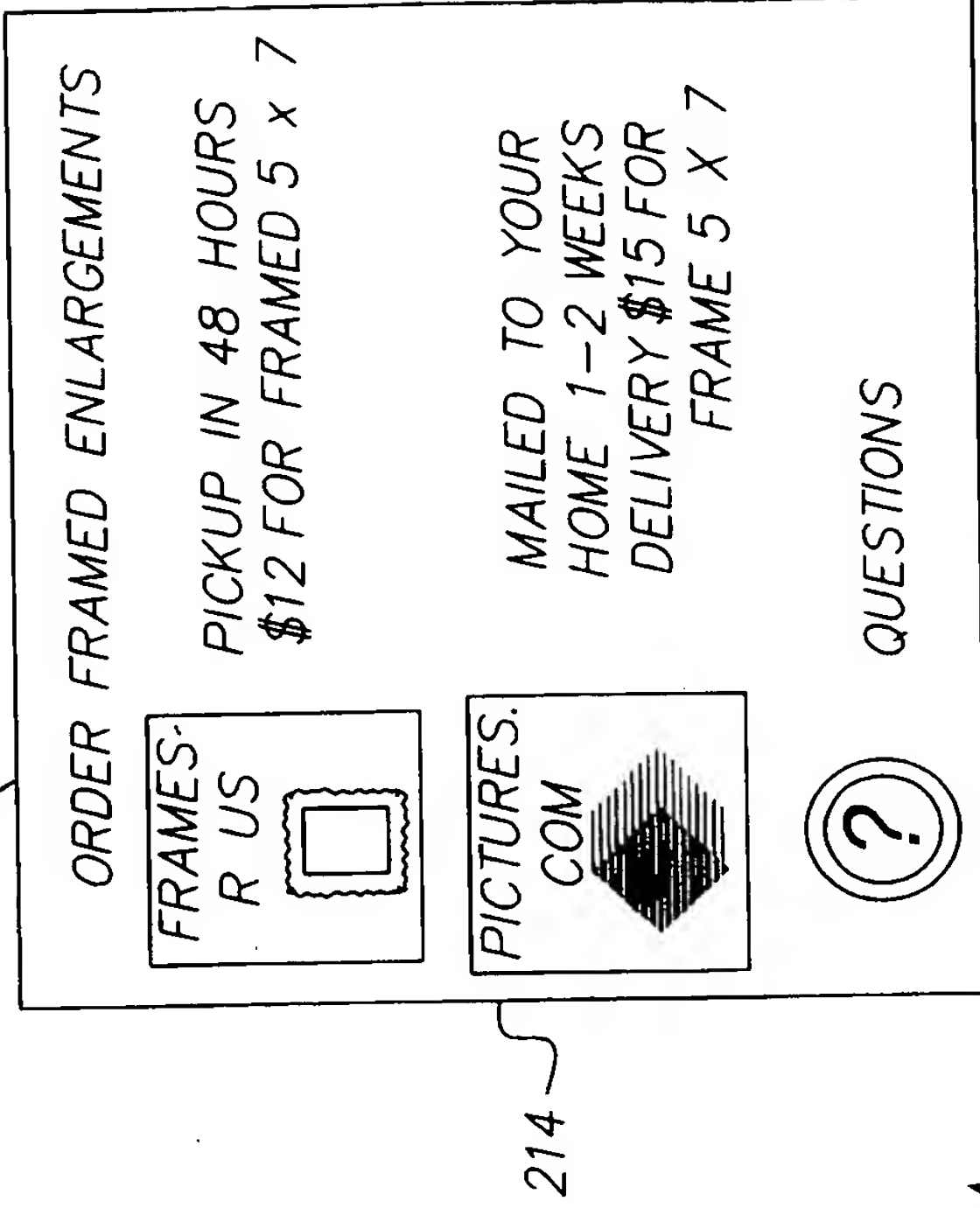
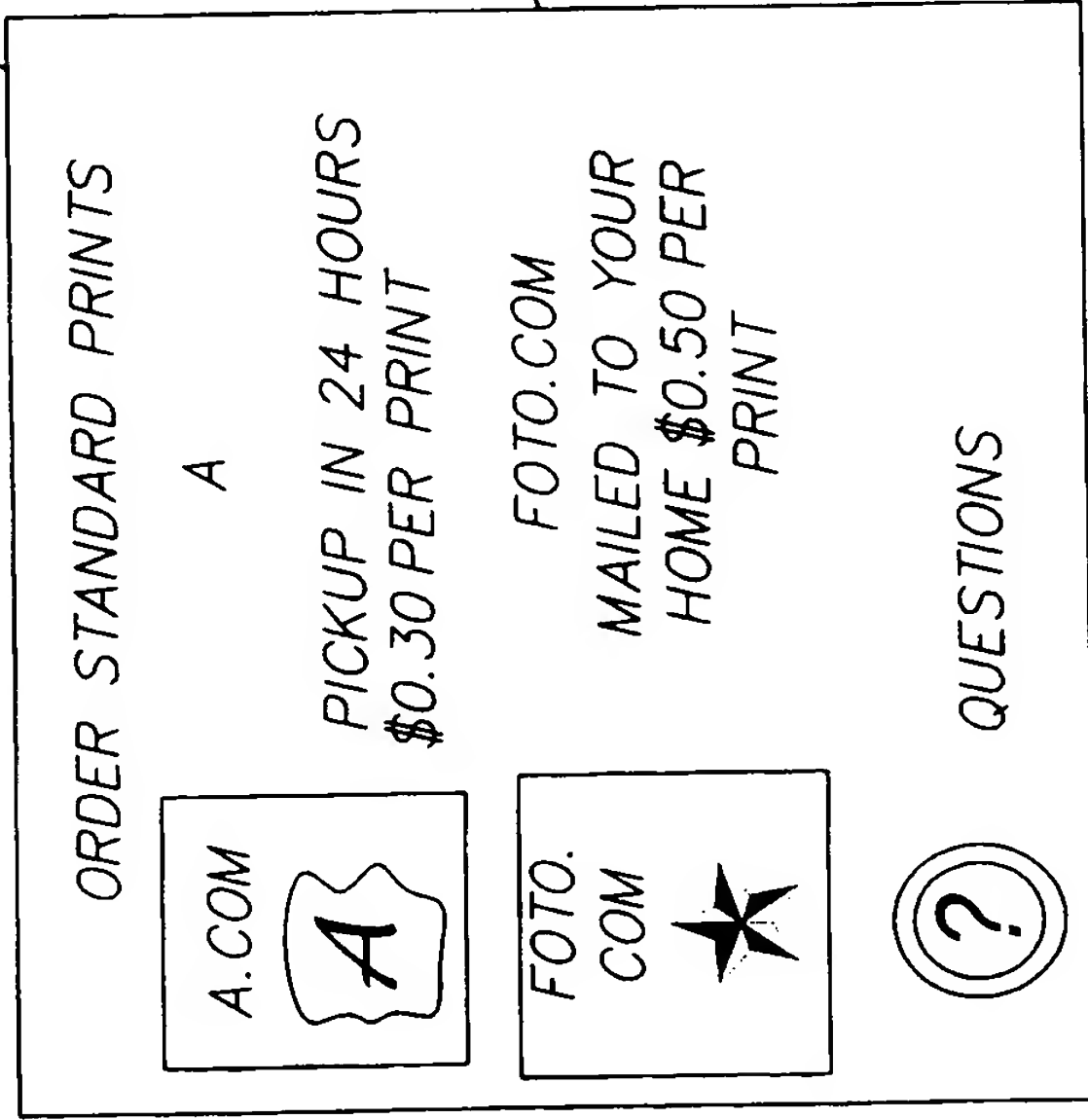
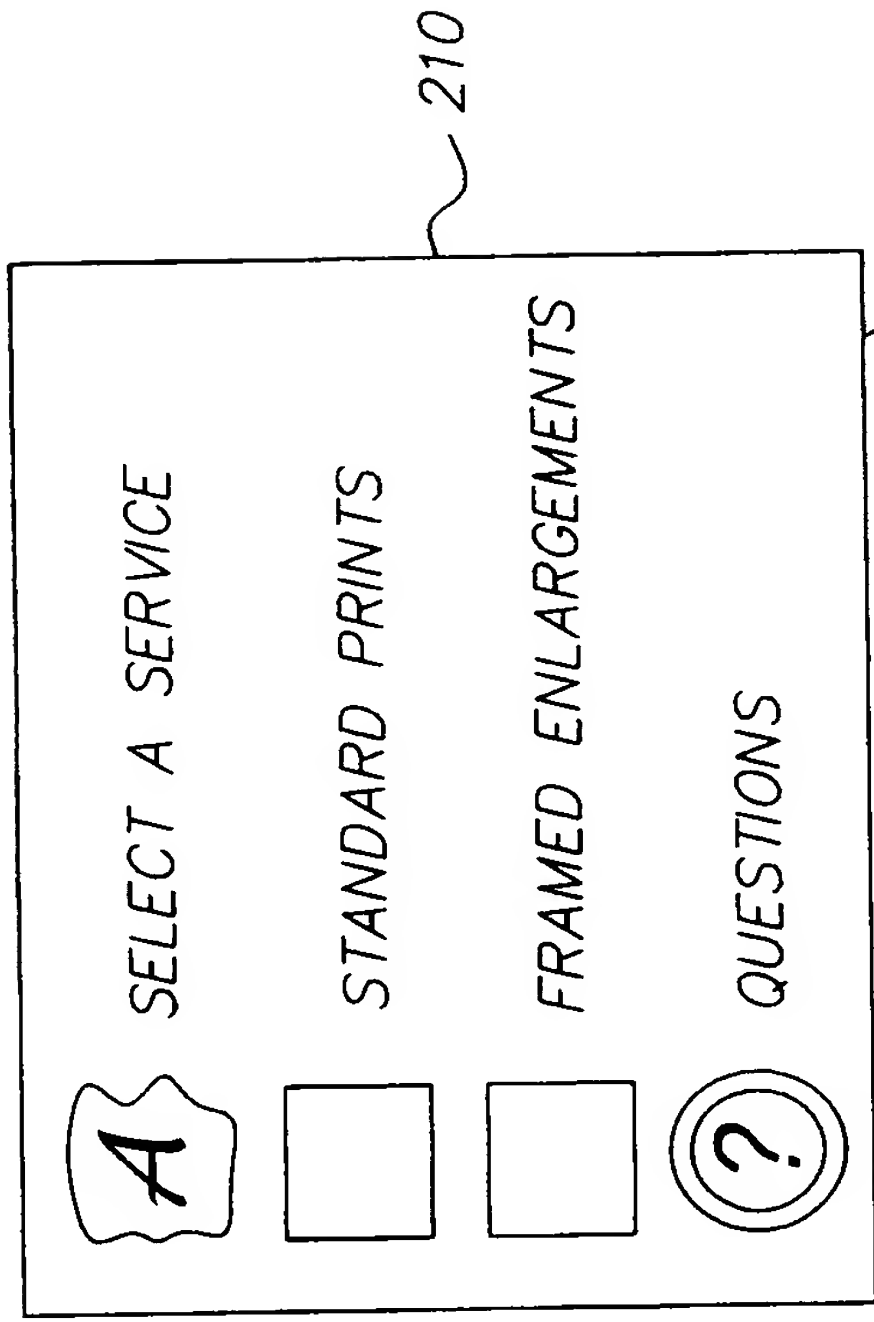


FIG. 6A

U.S. PATENT AND TRADEMARK OFFICE

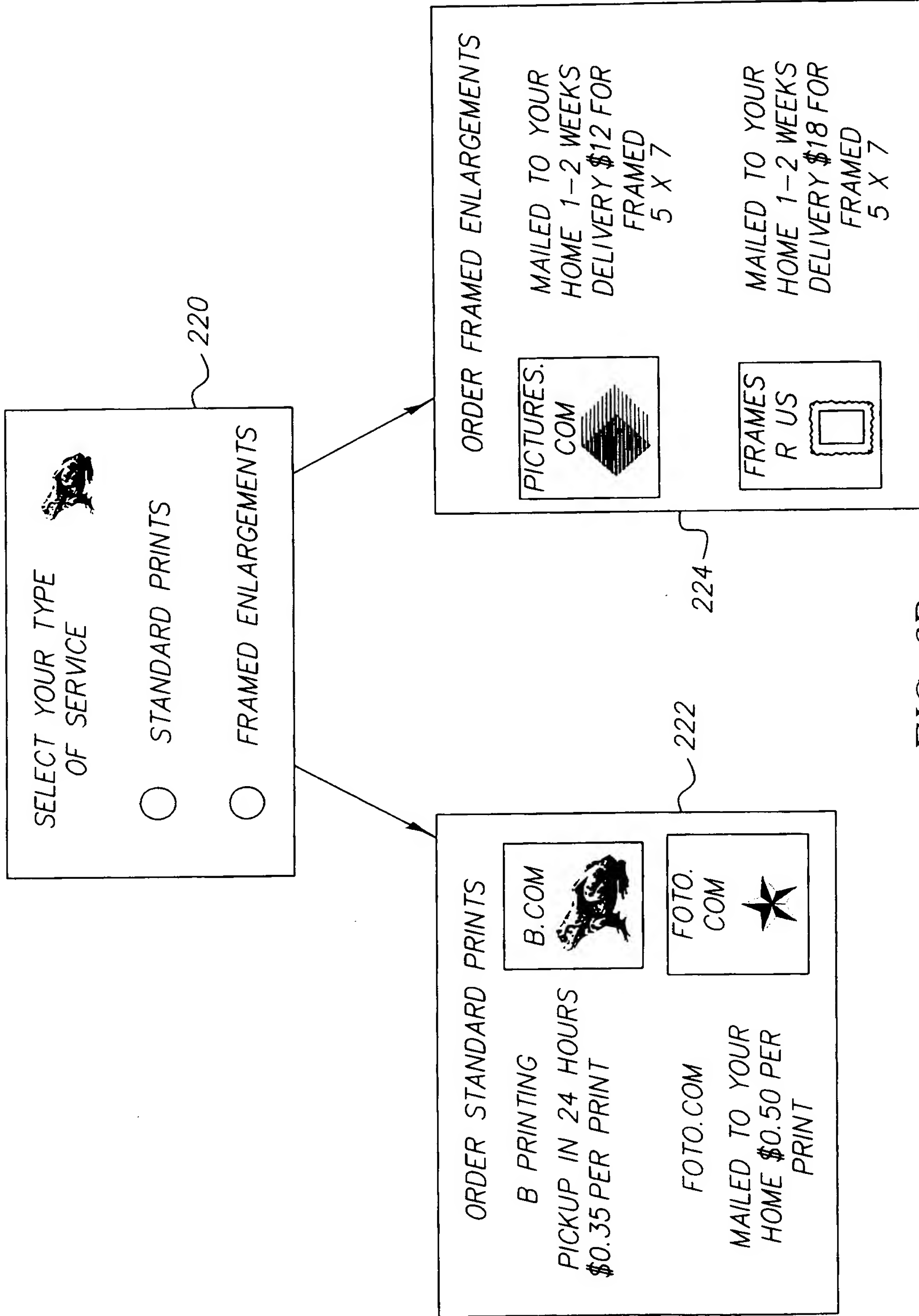


FIG. 6B

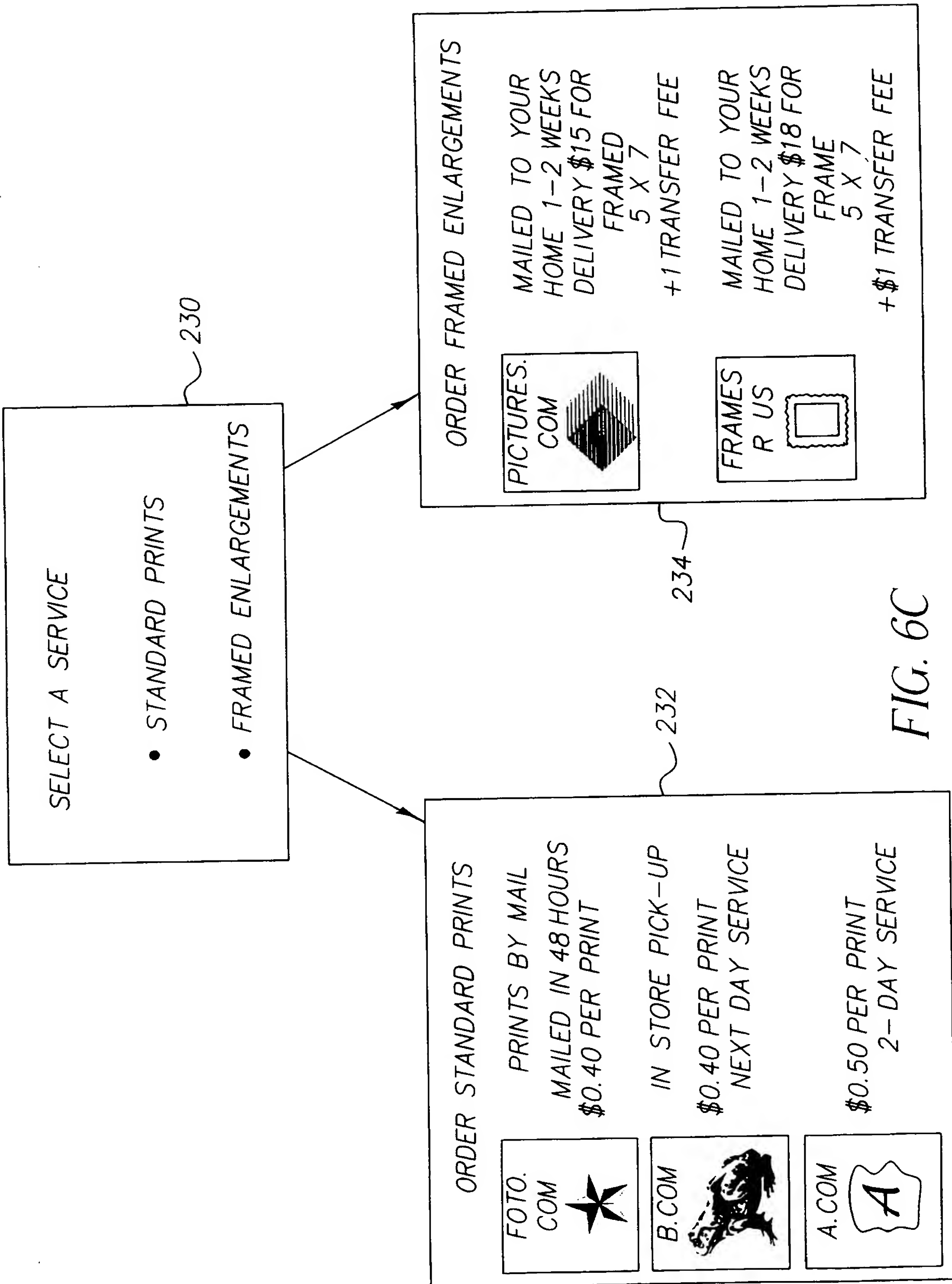


FIG. 6C

FIG. 6C is a flowchart illustrating a service selection process. The process begins with a selection screen (230) where a user chooses between "STANDARD PRINTS" and "FRAMED ENLARGEMENTS".

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ORDER PRINTS
FOTO.COM PRINTS BY MAIL
MAILED IN 48 HOURS
\$0.30 PER PRINT
RETAILER A IN-STORE PICK-UP
\$0.40 PER PRINT
2-DAY SERVICE

FIG. 6D

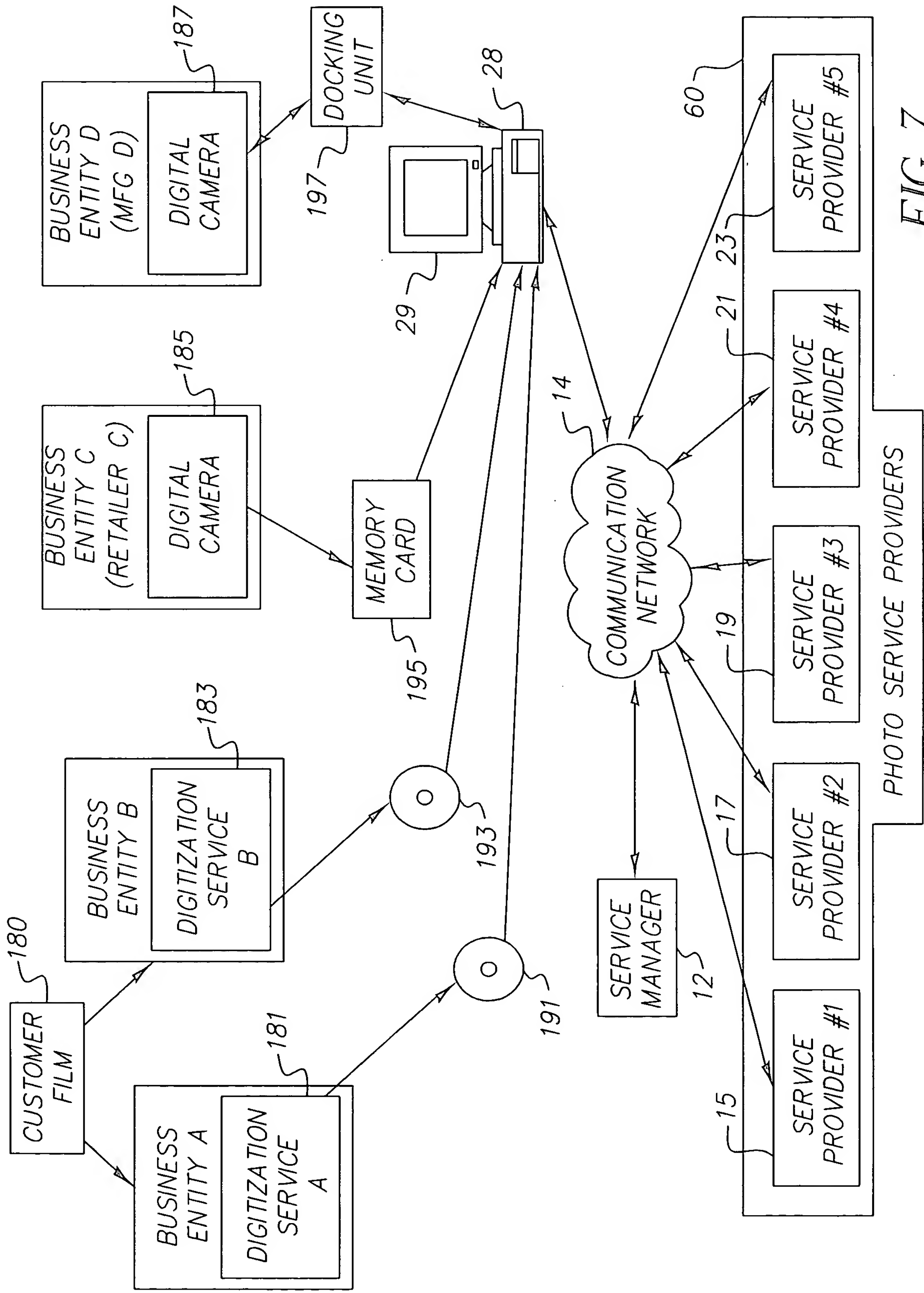


FIG. 7

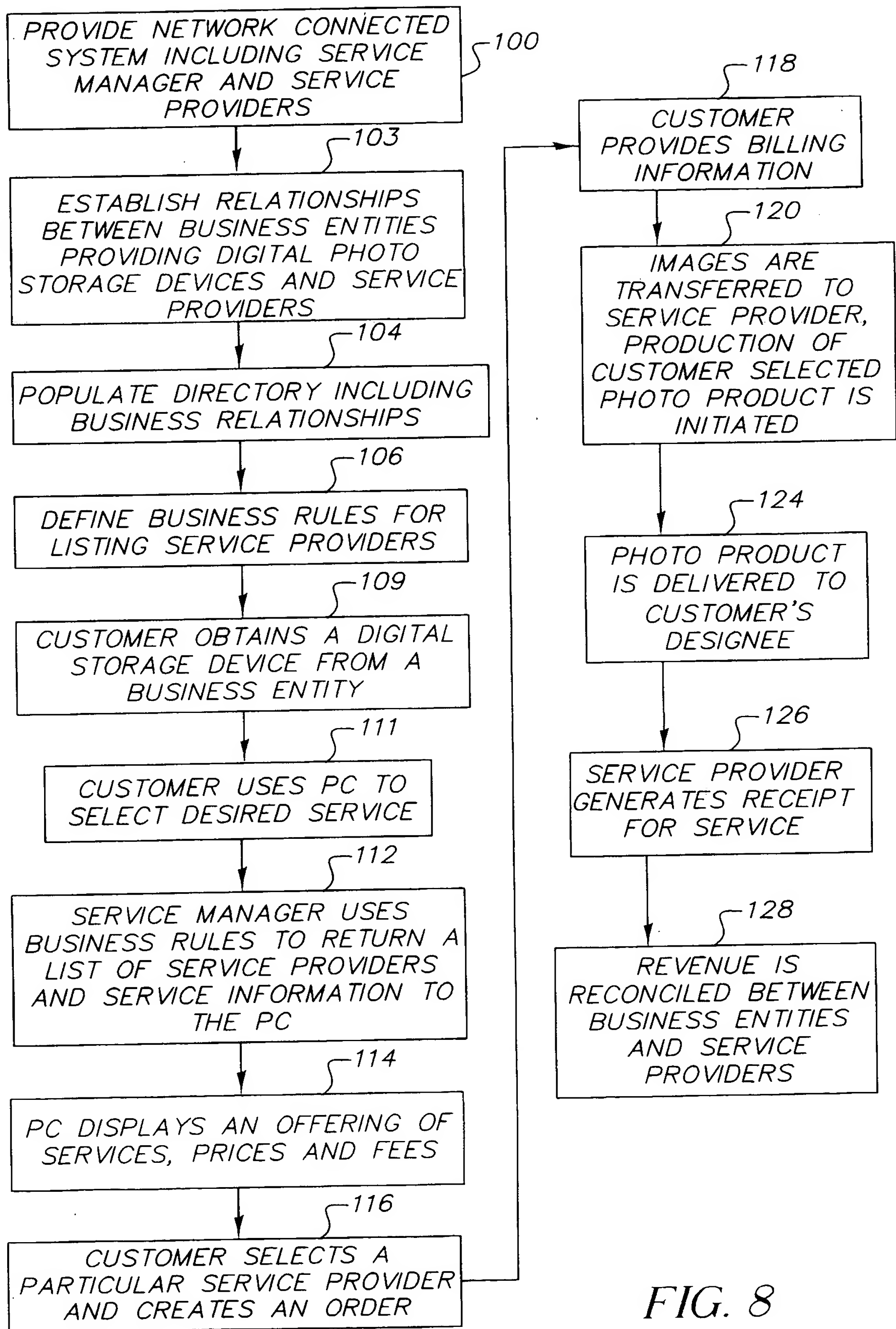


FIG. 8

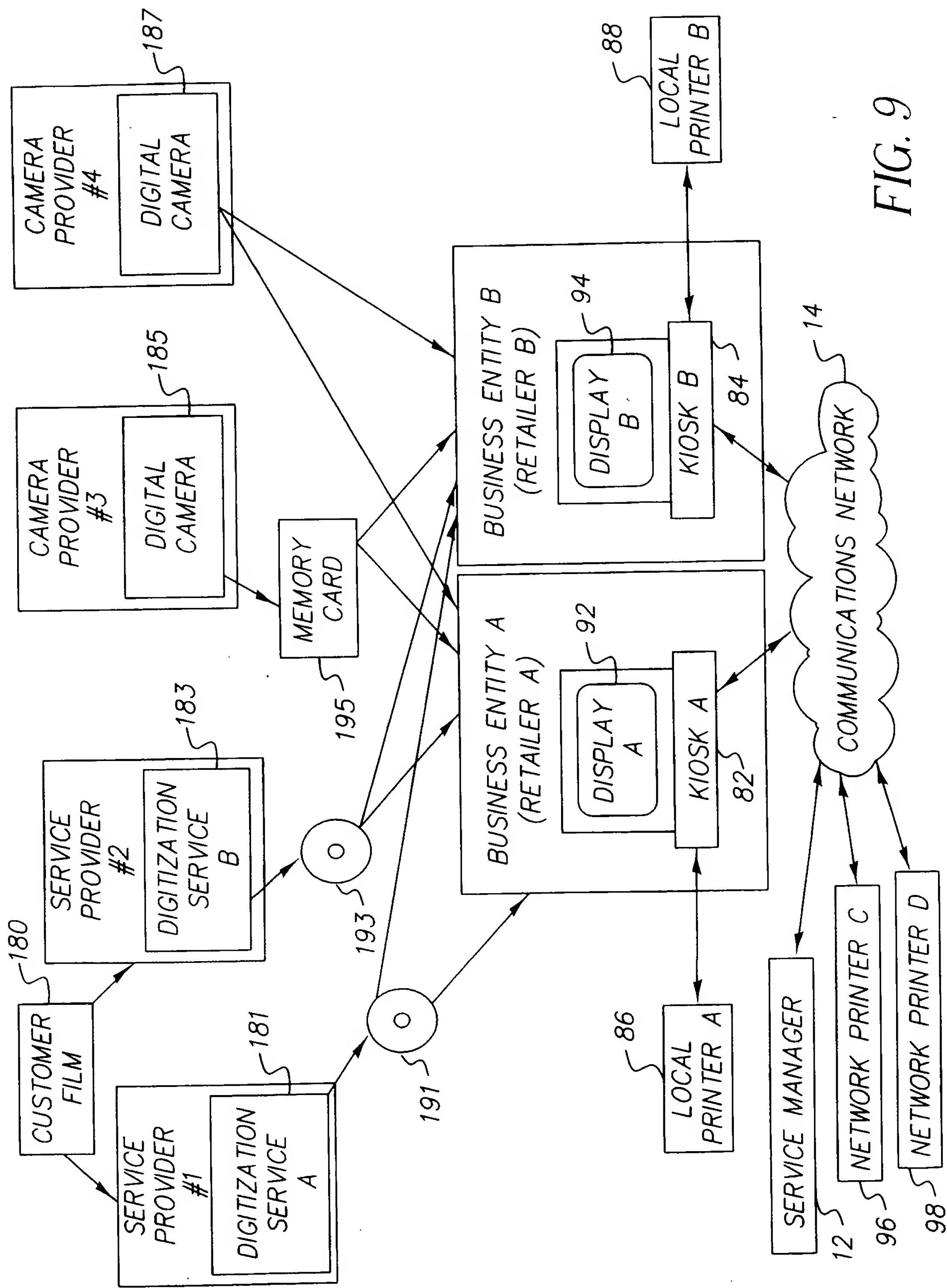


FIG. 9

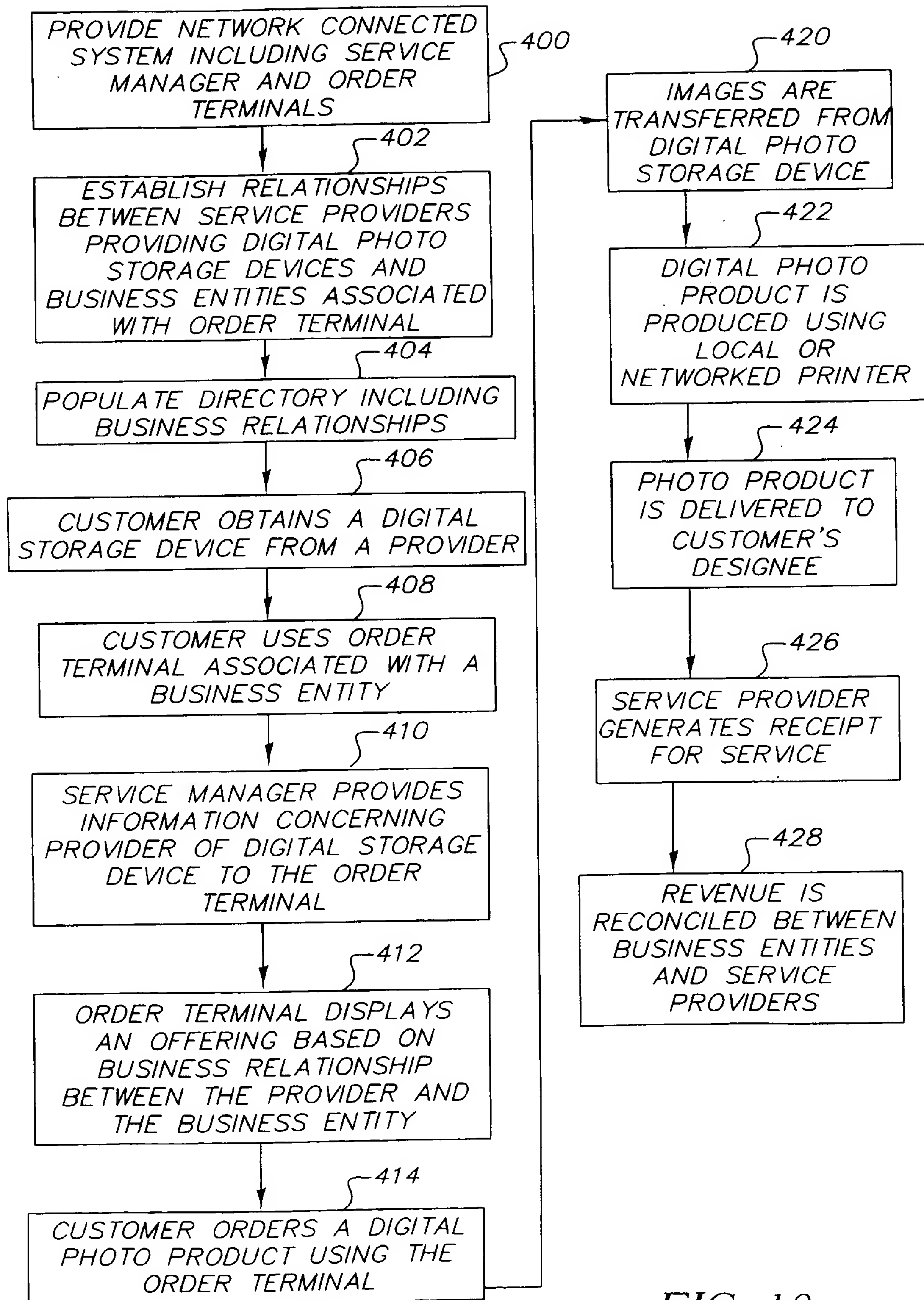


FIG. 10